



WISCONSIN

DEPARTMENT OF WORKFORCE DEVELOPMENT

Division of Economic Support
Bureau of Welfare Initiatives

**TO: Economic Support Supervisors
Economic Support Lead Workers
Training Staff
FSET Administrative and Provider Agencies
Child Care Coordinators
W-2 Agencies**

BWI OPERATIONS MEMO

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PRIORITY: URGENT

**FROM: Stephen M. Dow
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Policy Analysis and Program Implementation Section**

SUBJECT: NEW MEDICAID/BADGERCARE "FORWARD" CARDS

CROSS REFERENCE: Income Maintenance Manual (IMM)

EFFECTIVE DATE: July 19, 1999

PURPOSE

The purpose of this operations memo is to explain the transition from the monthly paper Medicaid (MA) card to a permanent plastic card, a.k.a. the Forward card.

BACKGROUND

Medicaid assistance group (AG's) received a paper card each month someone in the AG was eligible. We are transitioning to plastic cards instead of the paper ones. The reason is reduced mailing costs, and to provide better verification of eligibility.

NEW POLICY

EDS, under contract to DHFS, issues ID cards to MA and BadgerCare recipients. The cards are blue, permanent plastic, and display the word "Forward" on them. They are referred to as Forward cards. The transition from the monthly paper card starts in late July 1999 for pilot counties. The pilot counties are: Columbia, Dane, Dodge, Green, Iowa, Jefferson, Lafayette, Rock, Sauk, and Walworth. The rest of the state will switch over to the Forward card approximately 3 months later. Agencies will be notified prior to statewide implementation via DXBM.

Each person in the family who is eligible for Medicaid or BadgerCare receives his/her own card. The cards do not display eligibility dates. Medicaid providers may use a card reader or call EDS to determine eligibility when the client receives services. Clients will know if they are eligible based on positive and negative notices sent from the Economic Support Agency (ESA). Recipients are instructed to keep their cards, even during periods of ineligibility. If they become eligible for MA or BC again in the future, they will continue to use the same card. If they have questions regarding their eligibility status, they can call you, or EDS at 1-800-362-3002.

Since every recipient receives a card that looks the same, there may be questions regarding HMO enrollment status. The client should be referred to the HMO Enrollment Specialist at 1-800-291-2002 for all HMO questions.

Claims Listing

Recipients previously received a listing of their claims that were paid by Medicaid, on the bottom portion of the paper ID cards. With implementation of the new Forward cards, the claims listings will be sent in a separate mailing. On a monthly basis, there will be a random selection of approximately 1000 recipients who will receive the claims listing. The selection at times may be used to focus on specific recipient groups, such as high service groups, specific providers or procedures.

Recipients who do not receive a claims listing may request one by calling the Recipient Hotline at 1-800-362-3002.

Temporary Card

The following cards are the only **paper** cards that will still be used.

1. *Green:* Issue a green temporary card if you are certifying for emergency services and the client can't wait 2-3 days for the regular Medicaid/BadgerCare card (IMM IA, 15.3.0).
2. *Tan:* Providers use these cards for presumptive eligibility. Once EDS receives the PE application from the provider and applies the PE eligibility to MMIS, a new Forward card is sent to the client, if they do not already have one.

Replacement Cards

If a client loses a card, or it's stolen or damaged, s/he should call EDS at 1-800-362-3002. EDS will issue a new card, which will be sent out the following day. The 16 digit number on the card is unique to each card. If a new card is issued, it will have a new card number to help prevent fraud and monitor card stock. The MAID # will remain the same.

Effective 7/19/99, you will no longer be able to request replacement cards using a 3070 or MIID in CARES. MIID will be disabled at some point in the near future.

UNDELIVERABLE CARDS

Currently, the certifying agency is listed for the return address on paper cards. This will be changing to list a special P.O. box at EDS in order for all cards that are undeliverable to be returned to a single location for deactivation. EDS staff will verify the recipient address on MMIS and, if it has not changed from the original undeliverable address, the card is destroyed. EDS will notify the recipient's worker that the card was undeliverable and why. Until an automated CARES/MMIS interface method is implemented for this process, EDS will notify workers through fax or CARES e-mail. An undeliverable card will not be sent to a recipient until EDS receives an address change from CARES or the agency.

CLIENT NOTIFICATION

The packet of materials that is being sent to recipients is on the DHFS web site at www.dhfs.state.wi.us/medicaid/index.htm. The documents are in "Publications for Recipients". If you can't access the web or wish to order a supply of translated fliers, card example, and/or a packet of recipient materials, call EDS at 1-800-362-3002. The translated one page letter explaining the change from paper to plastic cards is available in Hmong, Spanish, and Russian.

PROVIDERS

If you get questions from providers about processing the cards, refer them to EDS at 1-800-947-9627 or 608-221-9883.

CONTACT

If you have any questions or concerns, please contact the Area Administrator.